

SGI® IRIX® Remote System Administration

Features

- Comprehensive full- or part-time system administration
- Presale site assessment to tailor the program to your needs
- System(s) configured to a known state
- Proactive system monitoring and reporting
- Regular detailed status reports and progress meetings
- On-site configuration of systems for remote administration
- Knowledge transfer of site configuration and change requests

Benefits

- Optimize productivity: Reduce or eliminate your IRIX administration workload
- Improve uptime and system availability: Detect and resolve problems earlier
- Enhance staff expertise: Enhance or augment staff resources with superior system management by SGI technical experts with a vested interest in your success
- Streamline administration: Simplify management of your IT environment



Solving the System Administration Staffing Challenge

Your IRIX servers and workstations are business-critical components of your network. But finding, keeping, and financing a full-time system administrator to manage them can be a challenge. Hiring and training a new system administrator may be too expensive, and system administrators can easily get overextended when expansion or downsizing forces them to cope with reduced staffing or heterogeneous environments.

System Management by IRIX Experts

The SGI IRIX Remote System Administration service offers an attractive alternative. It reduces or may even eliminate your need for on-site support staff by performing the entire spectrum of IRIX system management functions, remotely, or by providing any combination of on-site and remote services that fits your business needs. Your IRIX systems will be cared for by the people who know them best: SGI technical support specialists.

A Cost-Effective Management Solution

IRIX Remote System Administration is a cost-effective way to solve your IT management issues. Whether you lack an in-house system administrator, have a system administrator without IRIX skills, or simply find that there are too many tasks for too few staff members, IRIX Remote System Administration provides an efficient solution. With SGI remote service, there is no need to add staff to perform IRIX system administration, and your current system administrator is free to focus on development, programming, and capacity planning issues.

Consistent and Reliable System Administration

Most importantly, IRIX Remote System Administration provides an unequalled level of stability and consistency in IRIX system administration. It provides access to the enormous pool of SGI expertise through the global SGI Call Center organization—world-class technical support specialists who manage your systems and resolve your system requests promptly. The risk of compromising your system's reliability during employee turnover may be dramatically reduced.

Maximize System Availability with Proactive Problem Detection

SGI® Embedded Support Partner (ESP), an industry-leading remote diagnostics package, enables SGI to monitor your system functions and proactively address problems as they arise. ESP is a proprietary SGI® technology that monitors SGI machines to detect conditions that suggest potential problems. ESP can monitor a single system or group of systems for environmental conditions, potential software or hardware failures, performance metrics, availability of systems, and software and hardware configuration changes.

IRIX Remote System Administration leverages ESP to maximize system availability. SGI support specialists monitor login attempts and failures, critical-error messages, user processes, and the performance and availability of designated systems. Potential problems can be solved or prevented remotely or on-site according to the need—sometimes before our customers are even aware of the problem.



Detailed Reporting for More Effective System Administration

Contract Remote System Administration customers receive weekly reports documenting day-to-day system activity to give insight into system usage and performance patterns. Reports include system trend analysis, call volume, downtime patterns, security break-ins, failed logins, system availability, load peaks, resource shortages, and performance measurements. You can use the reports to help optimize your IT infrastructure. At scheduled times during the year, SGI engineers will review the status of your system with you, offering recommendations based on trends in system performance.

System Administration Based on Your Business Needs

IRIX Remote System Administration enables you to balance remote administration to match any specific need. Options range from a weekly 5x9 or 7x24 service to fill in for a vacationing system administrator to a half-a-year contract that lets you control the amount of time spent managing your systems.

Your six-month IRIX remote System Administration contract comes with a minimum of 10 hours of remote support per month. You can use these hours to have SGI manage any number of systems. Use the allotted time for a fixed monthly remote system administration cost. Additional remote management time is charged on a competitive hourly rate. You may also purchase on-site days, at a special price, for such tasks as initial software installation, initial system configuration, and major OS upgrades.

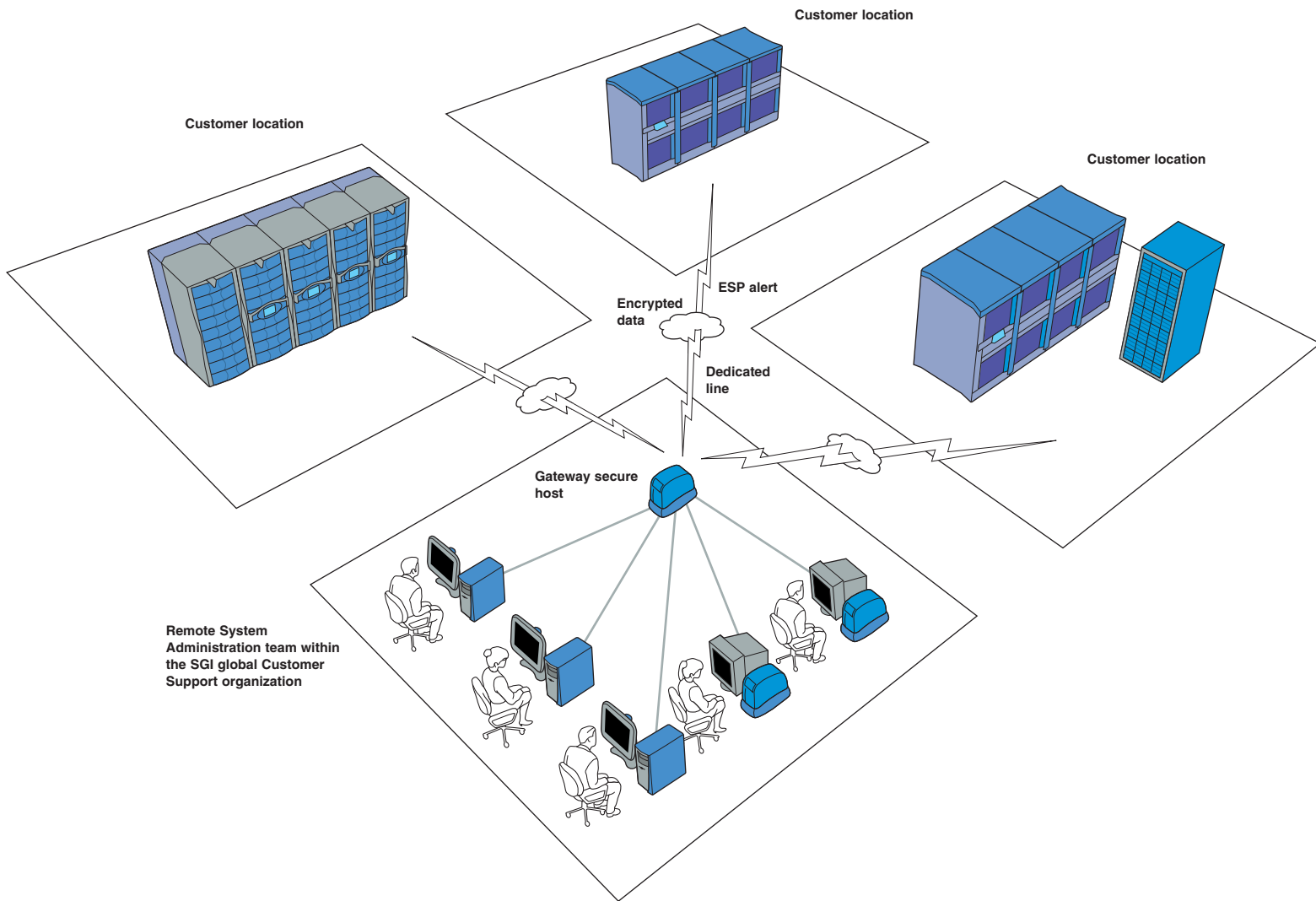
Thorough Pre-Implementation Assessment

A thorough site assessment to determine specific requirements is completed prior to initiating IRIX Remote System Administration. SGI engineers discuss all procedures with you before implementation begins. They then install necessary hardware and software, performing whatever reconfigurations may be required to bring administered systems to a known state for easier monitoring and management. Configuration updates are documented for your records.

Service and Deliverables to Keep Your System Running Right

An SGI Managed Services engineer provides the following on-site services to enable remote system administration:

- Assess customer site, verify that OS level IRIX® 6.5.7 or higher is in place, and review system and network security policies
- Bring systems to a known state, installing any applications, patches, or updates required
- Install and configure a dial-in facility or other remote access method, acceptable to you and SGI, to support remote administration
- Build a site database containing your system configuration and functionality
- Review SGI remote system administration activities, including service and support procedures, discretionary on-site time, and the parameters of the service



Ongoing services include:

- Maintaining user accounts, installing SGI software patches and maintenance releases, performing filesystem management, managing software site licenses, and managing network client services on contracted SGI systems
- Printer configuration and spooling
- System performance monitoring
- Reporting including, but not limited to, system administration activities, problems and corrective actions taken, and performance audits of your system
- Quarterly reviews of remote system administration status and your satisfaction with the service
- Disk and swap space management, including configuring disk partitions and file systems and monitoring disk usage
- Assistance in the installation of third-party software
- Identification and correction of problems in IRIX operating system use and implementation of workarounds such as implementation of available IRIX modules in the Primus™ database to allow the easy integration of multiple compiler, debugger, and run-time libraries into a system
- Periodic project status reports

Trust the Experts at SGI

IRIX Remote System Administration combines flexibility and expertise in a cost-effective service package. It is one of the SGI Managed Services offerings, designed to offer the specific services you require to keep your business running at its peak.

SGI Managed Services

SGI Managed Services include a broad range of product-focused services to maximize system performance and accelerate productivity. Services include hardware installation, system deployment, implementation, and on-site and remote system management. Each service is delivered by an experienced SGI engineer.

SGI Technology Solutions

SGI Technology Solutions are empowering a world of innovation and discovery by providing top-performance systems, solutions, and services to the world's leading technical and creative users. With exceptional expertise in high-performance computing, advanced visualization, and storage, our specialists have the resources and skill sets to architect, implement, and support the most effective technology solutions for the 21st century.

To Learn More

Contact your local SGI sales office to learn how SGI Technology Solutions can help you accomplish your technology goals and optimize your technology investment.

SGI Technology Solutions provides expert-to-expert technical services and solutions:

- **Systems Engineering**
- **Professional Services**
- **Managed Services**
- **Support Services**

For additional information, please visit www.sgi.com

More Managed Services from SGI

Implementation

- IRIX System Implementation
- SGI Network and Interoperability Implementation
- IRIX Upgrade Implementation
- SGI Implementation of Legato NetWorker®
- SAN and CXFS™ Implementation
- Data Storage Implementation
- UPSafe® Implementation (power protection system)
- FailSafe™ Implementation (high-availability software)
- MediaBase Implementation
- SGI Media Server™ Implementation for Broadcast
- Linux® System Implementation
- ESP System Group Manager Implementation
- SGI System Disk Upgrade Service

Deployment

- Hardware Installation
- Deployment Services

System Management

- IRIX On-Site System Administration
- IRIX Remote System Administration
- Linux On-Site System Administration
- Linux System Tuning
- Performance Monitoring Service



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